

# DISHA CHAUDHARY

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**SUMMARY** — An enthusiastic and self-motivated MBA graduate who want to be a part of enthusiastic work environment, where I can enhance my knowledge and apply my skills to accomplish organizational goals. I would like a career that gives me rich exposure through diverse assignment and working with people of high caliber. I would constantly look out for challenges, which would help me to achieve my personal and professional goals.

## EDUCATION

<b>Master of Business Administration (MBA)</b> <i>Dr. A.P.J. Abdul Kalam Technical University</i>	<b>2021-2023</b> <i>Lucknow, U.P.</i>
<b>Bachelor of Commerce (B.Com)</b> <i>Dr. Bhimrao Ambedkar University</i>	<b>2018-2021</b> <i>Agra, U.P.</i>
<b>Intermediate</b> <i>CBSE Board</i>	<b>2018</b>
<b>High School</b> <i>CBSE Board</i>	<b>2016</b>

## RECENT EXPERIENCE

**Indiamart Intermesh Limited** **July 2023 – Present, Noida**  
*Designation - Business Development Executive (CSD Department)*

### Roles and Responsibilities -

- This position allows me to build productive, professional relationships with assigned client Base (approx.400).
- Maintaining professional and healthy relationship with B2B clients via Telephonic and Video Conversations.
- Interface between the customer and internal support teams to ensure that the customer receives the best possible service.
- Ensure and promote Same day Resolution on Client Complaints and queries.
- Responsible for client retention, revenue optimization and renewals as well as up- selling on the existing client.
- Keep records of customer interactions, process customer accounts and file documents.
- Ensuring to achieve the weekly /Fort nightly/ monthly targets assigned with ensuring that all payments are collected as per the company payment terms.
- Serve as a leader and senior for managing team and fulfill all day target and maintain records in absence of Manager.
- Assist the Field Sales team in achieving revenue and client retention targets by systematic follow-ups and time Bound Closures.

## ACHIEVEMENTS / AWARDS

- Pillar of Success of the Month in March 2024 by IndiaMart.
- Business Delivery TrustSEAL Champ (Upsell) in July 2024 by IndiaMart.
- Certificate of Google Digital Unlocked in Digital Marketing in 2022.

## SKILLS

**Personal Skills -** Team Management, Adaptable  
Problem Solver, Quick Learner  
Multitasking, Time Management Skills

**Technical Skills -** Microsoft Word  
Microsoft Powerpoint  
Microsoft Excel

## ACHIEVEMENTS / AWARDS

*I hereby declare that the details furnished above are true and correct to the best of my knowledge and beliefs.*

**Disha Chaudhary**